

ABSTRACT

Online Ordering System of LIDO Enterprise is a web-based system that helps LIDO Enterprise to manage their business digitally, and allow customer to make order online. As a fast growing company, online enterprise system becoming a need compared to manual method. Therefore, this system has been developed to help LIDO Enterprise to manage their sales and services online. It is a better approach to optimize the relationship between LIDO Enterprise and customers. There are two target users in this system, admin staff and the customers of LIDO Enterprise. The system consists of ten modules: login and registration, customize stock specification, manage order and profile, search product, manage stock and specification, approve order, advisory administration for admin side function and LiveChat. Rapid Application Development (RAD) model has been used in this project. The four phases are requirements planning, user design, construction and cutover. The implementation of interface and coding to each module in the system has been completed. The testing shows that the acceptance criteria of the system has achieved the objectives of this project.

ABSTRAK

Sistem talian pesanan *LIDO Enterprise* adalah sistem web yang membantu *LIDO Enterprise* untuk menguruskan perniagaan mereka secara digital, dan membenarkan pelanggan untuk membuat pesanan atas talian. Sebagai satu syarikat yang cepat berkembang, perusahaan sistem atas talian menjadi keperluan berbanding dengan kaedah manual. Oleh itu, sistem ini telah dibentuk untuk membantu *LIDO Enterprise* untuk menguruskan jualan dan perkhidmatan mereka secara online. Ia adalah satu pendekatan yang lebih baik untuk mengoptimumkan hubungan antara *LIDO Enterprise* dengan pelanggan. Terdapat dua pengguna sasaran dalam sistem ini, iaitu staff dan pelanggan. Sistem ini terdiri daripada sepuluh modul: pendaftaran masuk, pemilihan spesifikasi produk, tempahan, mengurus tempahan dan profil, pencarian produk, menguruskan produk dan spesifikasi, meluluskan pesanan, pentadbiran forum untuk fungsi staff dan *LiveChat*. *Rapid Application Development (RAD)* telah digunakan dalam projek ini. Terdapat empat tahap iaitu perancangan keperluan, rancangan pengguna, pembinaan dan pengubahsuaian.. Pelaksanaan antara muka depan dan pengkodan bagi setiap modul dalam sistem telah selesai. Ujian yang telah dijalankan menunjukkan bahawa sistem ini berjaya mencapai matlamat dan objektif projek ini.

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LIST OF ABBREVIATIONS

PHP	Hypertext Preprocessor
ASP	Active Server Pages
JSP	Java Server Pages
IDE	Integrated Development Environment
SQL	Standard Query Language
HTTP	Hypertext Markup Language
IIS	Internet Information Services
RAD	Rapid Application Prototype

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RUP	Rational Unified Process
UAT	User Acceptance Testing
OOSPE	Online Ordering System of PCK Engineering

CHAPTER 1

INTRODUCTION

This chapter briefly discuss on the overview of this final year project. It contains five sections. This first section is background; follow by the problem statement. Next are the objectives where the project's goal is determined and continues with the scopes of the system and in the end of this chapter is the organization which describes the structure of this final year project.

1.1 Background

Today's technology is progressing faster than anyone has ever expected and is changing the way that we live our lives. The most influenced technology throughout the years is the internet technology. It has become so popular in many ways and simplifies our life in many things. The use of the internet is becoming so wide that we can do almost everything on the internet. We can download, search for information, online shopping and many more. The advantages of internet have attracted most of the business companies to make full use of the internet services. They expand their business through the internet by product selling and advertisement.

Normally we buy things at shop, but technology nowadays allowed us to purchase things at internet easily by just a few clicks. Most of us will feel that it is more suitable if we order or buy something on the spot. This is because we try to

understand the use and everything of the product before we make the decision before we buy or order. The communication between the customer and the sales person is a must during the buying or ordering process. This is to make sure customer fully understand the product and then make a decision either to take it or not. So when we converted the process into a service and put it on the internet, the process of communicates between seller and buyer become harder. The process changing the voice into words would be the great challenge for LIDO enterprise.

LIDO enterprise is a local company, income of LIDO enterprise decrease dramatically due to competency with others company in the area. Due to that reason, LIDO enterprise come out with the idea by expands their business through internet by producing services, technical support and product selling in order to keep business on tracks. Online shopping market increased very fast since the early of 1990's and it has been indicated that the internet are changing the way of customers purchasing. According to a recent report by Forrester and Shop.org, the value of online sales in US was \$219.9 billion in 2006, which are representing 6% of total retail sales in 2006 (Li, 2009). Through ecommerce, customers not only can save their time and cost, at the same time they can get what they wanted as well. Not only that, through ecommerce, company managed to evaluate all aspects of organization and performance (Tan et al., 2009).

Therefore, the Order and Support system is developed to provide online services. The system will provide orders that can receive business from consumers. Users can view the product in the product page. Besides that, the system also will provide Support system is to help users to solve their problem by providing professionals and expert's advice, through discussion. The system will also provide basic information and background of the company. For examples, information of the enterprise, the location of enterprise and the contact number of the enterprise. The system is strictly controlled by the admin. Only registered customers are allowed to maintain membership and registration is open to public. Admin are authorized to add, update or delete any information in the database.

1.2 Problem Statements

LIDO enterprise is a company that sells product and produces technical support in shop. They deal with the local customer around the area. LIDO enterprise facing financial problem due to the competency with other company and the enterprise need to increase profit to prevent from bankrupt. LIDO enterprise finally comes to a conclusion to expand their business on network, through internet. In this investment, LIDO enterprise can improve their visibility and thus enlarge their business to gain more profit in return.

1.3 Objectives

The objectives of this project are:

- i) To develop an Order and Support system for LIDO Enterprise.
- ii) To design and develop a private admin-customer chat room for advisory support.

1.4 Scopes

The scopes of this project are:

- i) User
 - a. The system can register the customers in the database and manage by admin.
 - b. The system can provide online stocks overview that allows customers to order.
 - c. The system can provide customers to make appointment for further discussion or to collect their order.
 - d. Customer can manage and update their profile themselves.
 - e. The system can provide support forum platform for customers to discuss critical issues or giving and getting feedback from others.

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ii) Admin

- a. The system can provide simple basic information and the background of the company.
- b. Current products specification can be updated and new items can be added by admin too.
- c. Appointment will have to wait to be approved by admin.
- d. The forum topic and comment is control and manage by admin.
- e. Admin can manage their members and their sales.

1.5 Thesis Organization

This thesis is divided into 6 chapters. Chapter 1 is introduction, Chapter 2 is literature review, Chapter 3 is methodology, Chapter 4 is implementation, Chapter 5 is results and discussion and Chapter 6 is conclusion.

Chapter 1 is to introduce about the Order and Support System for LIDO Trading Sdn Bhd. This chapter contains five parts. The first part is the background of the project. Second part is about the problem statements. In problem statement, the problem faced by LIDO enterprise is stated. Third part is about the objectives of the Order and Support system. The next part is to discuss on the scope of the system. Lastly is the summary of the each chapter in the thesis.

Chapter 2 is to explain about the review for the Order and Support System for LIDO Trading and technical support Sdn Bhd. This chapter is divided into two sub-reviews that require the students to study to get complete information about the order and support system. The first sub-review requires the student to review and explain about the researches that had been developed by others or/and present computer projects which are related to the current project. The second sub-review

is to explain about the technique/ method/ equipment or technology that can be used in constructing the project.

Chapter 3 is to discuss about the approach and framework for the project. In the content, it included the method, technique or approach that will be used and have been used in designing and implementing the Order and Support System for LIDO enterprise. This chapter also explains about the justification of method or approach used and both the hardware and software needed for the project.

Chapter 4 is for the documentation of all the process that is involved in the development of the project. This chapter highlights generally about the designed project development and shows the content of the method on how the database and table that had been designed were included through SQL instruction and the source code for developed the designated user's interfaces.

Chapter 5 is to explain about the results and data analysis that had been acquired. In the explanation, it must include result analysis, project limitation, also suggestion and project enhancement. The result analysis must be explained so that the objective is parallel with the project's problem. The project limitation must be elaborated about development constraints and system constraints of the project. The suggestion and project enhancement part are included in the knowledge discussion or contribution for future improvement on the research.

Chapter 6 is to briefly summarize about the developed project. The summarization will include the project summary and summary of gathered data. Review reliability of information are also included, with objective and project problem, summary of methodology and research implementation that had been used, and the summary of suggestion and approach enhancement that relates with the research topic and proposal for the upcoming follow-up research.

CHAPTER 2

LITERATURE REVIEW

This chapter will be devoted to a survey on the Order and Support system for LIDO enterprise, followed by the systems that similar with Order and Support System of LIDO Trading development tools and methodology.

2.1 Systems that Similar with Order and Support System

In the internet, there are a lot of sales and support system online and I choose three of the existing system that are similar with the Order and Support System for LIDO Enterprise function were chosen to do critique and comparison. The three systems that I choose are PC depot system, Lenovo system and Mcdonald's Online Order System. Below are the descriptions of the three systems.

2.1.1 PC Depot System

The PC Depot system is a website that listing computer hardware product and promoting the product in (PC depot, 2006a)

The PC Depot System main page as shown in Figure 2.1 consists of navigation bar that able link to other function of the system. The page is customizable for existing user to choose what they want that display on the main page. The main page contains

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searching function for user to search the product they need, user able the search the product instantly and it will link to the sub page directly.

The main page listed all the location of the branch for user to identify the nearest branches. The navigation bar is well organized to increase the usability of the system. But the system lack of brief introduction of the company to guide them at the main page and eventually will confuse the user which is first time visiting.



Figure 2.1: PC Depot System – Main page (Pcdepot. 2006a)

The PC depot system price list page as shown in Figure 2.2 (PC depot, 2006b) consists of “computer parts and laptop price list” and “full system price list”. User can download the price list in two format, Portable Document Format (PDF) and Microsoft Excel file format (XLS). But the inconvenient part is user have to download the list in order the see or view the product. The price quoted is in Ringgit Malaysia (RM) and cannot be convert to other currency, beside that the prices shown in the price unit are subject to change without prior notice. The price at retail outlet is the final price if there

different in the website and the retail outlet. This make the user not clear where the price listed at the website is correct or incorrect.

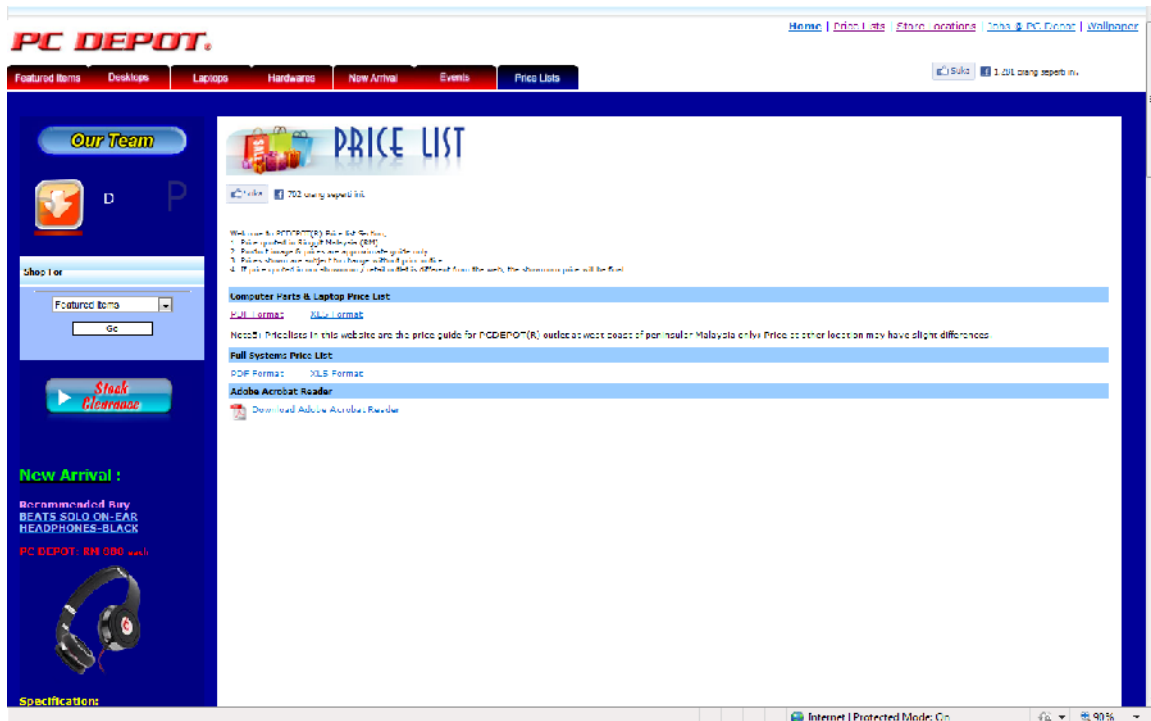


Figure 2.2 PC Depot System – Price list page (Pcdepot. 2006b)

The PC Depot System downloaded price list page as Figure 2.3 (PC depot, 2006b) consists almost all kind of product in retail outlet. User can look for the product that listed at the price list. The product list is divided in few categories and arrange well for user to indentify the item. But the user has to download the related software to view the PDF or XLS file if the user computer does not have the software. It is very inconvenient for those who are new to computer. It does not provide simple step by step guidance for user.

At the price list direct view model and price of the product, user able to identify the product easily but the description of the product does not show at the price list. User have to search one by one for the product information, even though there are many

product listed at there. Actually it is difficult for user to know the product deeply. All the product is shown in grid view with the details of each product is also clearly stated out. But no product customization and choosing specifications function for the users.

The screenshot shows the PC DEPOT website interface. At the top, there's a navigation bar with the PC DEPOT logo and links like 'Home', 'About Us', 'Contact Us', 'FAQ', 'Privacy Policy', and 'Terms & Conditions'. Below the navigation bar, there's a large banner area with promotional text and images. The main content area is a grid of product listings, each with a small image, product name, specifications, and price. The products are categorized into different sections, such as 'New Arrivals', 'Special Offers', and 'Best Sellers'. The bottom of the page features a footer with contact information and social media links.

Figure 2.3 PC Depot System – Price list in PDF format (Pcdepot. 2006c)

2.1.2 Lenovo System

Lenovo System is a sales and support system that mainly focus on computer hardware. The system delivers the most effective computing solutions to meet the users' needs.

The Lenovo System main page as shown in Figure 2.4 (Lenovo, 2012a) consists of complete navigation bar that link to other function or section of the system.. Search tools are prepared for user to search specific information. The main page shows a flash on the latest product they are promoting.

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The main page navigates the user where to go with complete link of functions in the main page. But it has too many links that will confuse the user and do not provide registration link for new user to register.

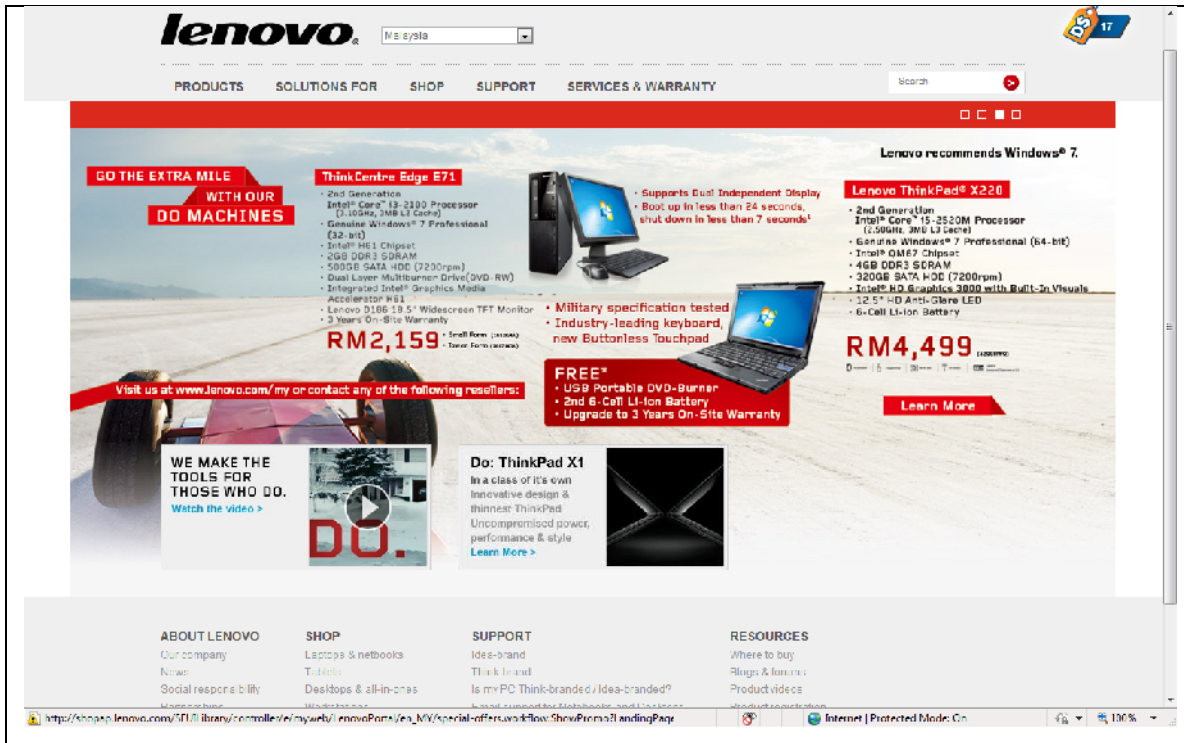


Figure 2.4: Lenovo System - Main Page (Lenovo, 2012a)

The Lenovo system component customization page as shown in Figure 2.5 (Lenovo, 2012b) consists of all the system component specification details for user to customize. It includes accessories or upgrade the product component and payment cart function. The user can switch to grid icon for a clearly view for the system component. The bottom navigation bar provides detail information to guide the user for the configuration and customization.

The system provides a full inventory system with product customization. It guides the user step by step until the user successfully buys the product. But it lack of some specification and explanation of the product component.

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